

BOARD GOVERNANCE OBJECTIVES

1. Administer retirement laws in a timely, accurate, and consistent manner. The goals are for:
 - A. The average turn-around time for processing retirement to improve or remain the same from the previous year.
 - B. Retirement benefits to be calculated accurately and consistently.
2. Provide member benefits and services (1) at a level that promotes member satisfaction and (2) in a cost effective manner. The goals are for:
 - A. The satisfaction level of members regarding benefits and services to increase from one year to the next.
 - B. See also No. 4 in the Board Objectives for Members Policy (Policy No. 2-2).
3. Process improvement. The goals are for:
 - A. "Business critical" processes to be identified.
 - B. "Business critical" processes to be analyzed and redesigned as needed.
 - C. Processes to be continually reevaluated
4. Effectively manage new projects and initiatives. The goals are for:
 - A. New projects and initiatives to be undertaken with a detailed plan, including projected completion dates and resource requirements.
 - B. Periodic progress reports to be made to the Board on major projects or initiatives.
5. Promote effective communication. The goal is for:

Communications with the Board, members, and employees that are clear, concise, and timely.

6. Promote knowledge-based decision-making. The goal is for:
Management decisions based on facts and expert opinions.

Adopted: June 12, 2002

Removed from APA: December 6, 2005